

# Keep Warm Keep Well

Advice on...

Saving money on fuel

Staying well and healthy

Easy read version

This booklet is about keeping warm in winter.

It gives useful advice for older people, disabled people and people who do not have much money.



There are some difficult words in this booklet. So there is a list of these words and what they mean on pages 32–33.

These words are in **red** letters in the booklet.

You might like to have someone to support you when you look at the booklet.



# What is in this booklet?

- What is Keep Warm Keep Well?** . . . . . 2
- Heating your home** . . . . . 4
  - Top tips for heating your home . . . . . 4
- Grants to keep your home warm** . . . . . 6
  - Winter Fuel Payment for older people . . . . . 7
  - Warm Front Scheme . . . . . 10
  - Heating Rebate Scheme . . . . . 12
  - Cold Weather Payment . . . . . 12
- More help to keep warm** . . . . . 14
- Getting ready for winter** . . . . . 18
  - Making your home ready for winter . . . . . 19
  - Top tips for making your home ready for winter . . . . . 19
  - Getting yourself ready for winter . . . . . 20
  - Top tips about colds and flu . . . . . 20
  - Top tips for eating well . . . . . 22
  - Top tips for staying active . . . . . 23
  - Getting your children ready for winter . . . . . 24
  - Top tips about exercise . . . . . 25
- Carbon monoxide** . . . . . 27
  - Top tips about carbon monoxide . . . . . 27
- Help and advice** . . . . . 29
  - Call charges . . . . . 31
- What the words mean** . . . . . 32

# What is Keep Warm Keep Well?

Keep Warm Keep Well is the name of a government plan to help people keep warm and well during the winter.



Keep Warm Keep Well is for:

- people over the age of 60



- disabled people



- people with a **long-term illness** (an illness that lasts a long time). This could be an illness like asthma or diabetes



- families who do not have much money.



## Keep Warm Keep Well gives you important advice about:

- how to keep your home warm in winter



- saving money on heating your home



- where to get help to pay for heating your home



- things to do to help you and your family stay well.



**The advice in this booklet comes from the Department of Health and some other parts of government**

# Heating your home

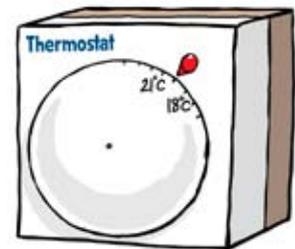
There are a lot of things you can do to help you save money on heating your home.



## Top tips for heating your home

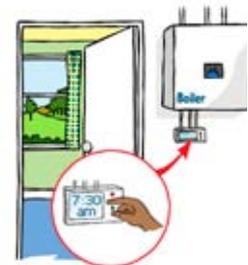
- **Set your heating to the right level:**

The **thermostat** controls the heat in your home. During the day set the thermostat to **21°C** (70°F). At night set it to **18°C** (64°F).



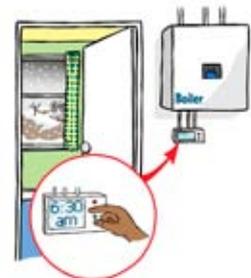
- **Set your heating to:**

Come on just before you get up.  
Switch off soon after you go to bed.



- **If it is very cold, set your heating to:**

Come on earlier.  
Switch off later.  
This is cheaper than turning up the thermostat.



- **If you cannot heat all your rooms:**

Heat your living room during the day.  
Heat your bedroom just before you go to bed.



- **Close curtains and shut doors:**

To keep heat in.  
To keep cold air out.



- **If you have an open fire:**

Make sure the fire gets enough air.  
Use a fireguard to stop people or pets getting too close to the fire.  
Do **not** hang washing near the fire.



- **If you use a gas fire or heater in your bedroom at night:**

Always keep a window and door open and leave plenty of space around the fire.



- **If you have an electric blanket:**

Follow the instructions that came with it.  
Get it tested every **3 years**.  
**Never** use an electric blanket and a hot water bottle together.



- **Switch off machines like TVs and microwaves:**

Do not leave them on standby.  
Standby is when you do not turn the machine off properly so it is still using electricity.



For more advice about saving money on heating, call **0800 316 2805** or visit [www.warmfront.co.uk/energy-efficiency-advice.htm](http://www.warmfront.co.uk/energy-efficiency-advice.htm)

# Grants to keep your home warm

A **grant** is money you may be given to help you pay for things.

If you find it hard to keep your home warm, you may be able to get a grant to help you:



- to make your home more **energy efficient**. Energy efficient means using less **fuel** but still keeping warm and comfortable. Fuel is the electricity, gas or oil you use to heat your home and run things like your cooker, lights and the TV



- to repair or put in a new heating system.



**There are a number of different grants.**

The rules about who can get a grant have changed. You may be able to get a grant now, even if you could not get a grant before. We cannot say which grants **you** may be able to get. You need to check this for yourself.



**We tell you who to ask for help in boxes like this one.**

## Winter Fuel Payment for older people

This is a **benefit** to help pay for heating during winter.

You can claim this benefit if:

you are aged 60 or over **and**



you normally live in Great Britain.



### How much could I get?

How much you get depends on your age and how much money you have.

#### This year you could get:

- up to **£250** if you or someone in your home is aged 60 to 79
- up to **£400** if someone in your home is aged 80 or over.

**£250**

**£400**

Couples who get **Pension Credit** or **income-based Jobseeker's Allowance** will get one payment.

Other couples will get:

- **£100** each if they are both aged 60 to 79

**£100**

- **£150** each if they are both aged 80 or over.

**£150**

**This year there will be an extra payment of:**

- **£50** for homes with someone aged 60 to 79

**£50**

- **£100** for homes with someone aged 80 or over.

**£100**

This payment will be paid as well as the **Winter Fuel Payment**.

## How will I be paid?

### You will be paid if:

- you get a **State Pension** or some other types of **benefit**
- you got a payment last winter and your needs have **not** changed.



You should be paid **before Christmas**.

If you have **not** had the money by Christmas, you should ask for it.



You can ask for **Winter Fuel Payment** up until **30 March 2010**.



To find out about **Winter Fuel Payment**, call **08459 151515** (textphone 0845 601 5613) 8.30am to 4.30pm Monday to Friday, or visit [www.thepensionservice.gov.uk/winterfuel](http://www.thepensionservice.gov.uk/winterfuel)

## Warm Front Scheme

The **Warm Front Scheme** gives **grants** to people on disability **benefit** or an **income-related benefit** to help them pay to heat their homes and to put in better **insulation**. Insulation helps to keep the heat in your house.



### You may be able to get this grant if you:

own your own home or rent it from a private landlord, **and**



get a disability benefit or an income-related benefit like **Pension Credit** or Housing Benefit, **and**



live in England.



Please see the form that came with this booklet for more information.



To find out which **Warm Front Scheme grants** you may be able to get, call **0800 072 9006**

## How much could I get?

### You could get:

- up to **£3,500** if your home needs better heating or **insulation**
- up to **£6,000** if your home needs oil central heating.

**£3500**

**£6000**

You can also get advice on how to save money on your **fuel** bills.

## How can I ask for a Warm Front grant?

### You can:

- call **0800 316 2805** or
- visit **[www.warmfront.co.uk](http://www.warmfront.co.uk)** to get a form to fill in



## Heating Rebate Scheme

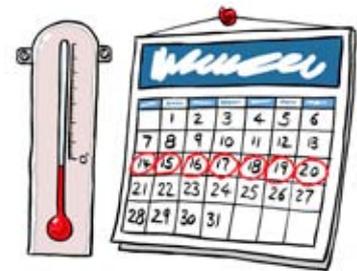
If you cannot get a **grant** from the **Warm Front** Scheme, you may be able to claim up to **£300** to help you put in or repair your heating system.



To find out more about the Heating Rebate Scheme, call **0800 316 6012**

## Cold Weather Payment

When the weather is below freezing ( $0^{\circ}\text{C}$  or  $32^{\circ}\text{F}$ ), or might be below freezing, for 7 days in a row, you could get a **Cold Weather Payment**.



You may be able to get a Cold Weather Payment if you:

are aged 60 or over



get **Pension Credit**



are getting **Income Support, income-based Jobseeker's Allowance or Employment and Support allowance, and**



are disabled, or someone in your family is disabled, or



have a disabled child or a child under 5 years old.



To find out more about the **Cold Weather Payment**, visit [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

# More help to keep warm

If it is hard for you to pay your bills, ask the company from which you buy your fuel if they can help you.



Here is a list, on pages 14 to 17, of some other organisations which may be able to help you pay your fuel bills and help you keep warm in winter.



## Benefit Enquiry Line

This helpline gives advice on **benefits** for disabled people and carers.



Call free on **0800 882 200** (textphone 0800 243 355) 8.30am to 6.30pm Monday to Friday and 9am to 1pm on Saturdays

## Citizens Advice Bureau (CAB)

Your local CAB will be able to give you advice on benefits, heating and **grants**. They can also give you advice if you owe money.



For more information or to find your local CAB, visit **[www.adviceguide.org.uk](http://www.adviceguide.org.uk)**

## Consumer Direct

Consumer Direct is a service which the Government pays for. It gives advice on what your rights are when you buy things like **fuel** or have things like your boiler repaired.



Call **08454 04 05 06**, or visit **[www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)**

## Energy Saving Trust

The Energy Saving Trust gives free advice on making your home more **energy efficient**. They can also tell you about grants in your local area.



Call free on **0800 512 012**

## Grants and loans

If you are getting **Income Support, income-based Jobseeker's Allowance** or **Pension Credit**, or if you have a disabled child, you may be able to get a **grant** or a loan to help you.



For advice, call the Benefit enquiry line free on **0800 882 200** (textphone 0800 243 355)

## Home Heat Helpline

This is a free helpline that gives advice on:

- keeping warm
- using **fuel** well
- ways of paying for fuel more cheaply
- grants to help you pay for **insulation**.



Call free on **0800 33 66 99** (textphone 0800 027 2122), or visit **[www.homeheathelpline.org](http://www.homeheathelpline.org)**

## Home improvement agencies

There are about 250 home improvement agencies in the UK. They give advice on repairs and making homes better to live in to people who most need it, like older and disabled people who own their own homes or pay rent.



To find your nearest agency, call **0145 789 1909** or visit **[www-foundations-uk-com](http://www-foundations-uk-com)**

## Local council grants

If you do not have much money, your local council may be able to help you to repair your home and to make it better to live in. You may be able to get a grant for things like insulation.



To find out if you can ask for a grant, speak to your local council

## National Energy Action

This charity helps people to keep warm cheaply and to make their homes more **energy efficient**



Visit **[www.nea.org.uk](http://www.nea.org.uk)** or email **[info@nea.org.uk](mailto:info@nea.org.uk)**  
or write to: **NEA, St Andrew's House,**  
**90–92 Pilgrim House, Newcastle NE1 6SG**

# Getting ready for winter

**We all feel the cold in winter. But for some people, cold weather can cause serious health problems like heart attacks, strokes or chest problems.**



Winter can be dangerous for older and disabled people and young children.



If you are not able to move around very much, it is important that you find other ways to keep warm and stay well.



It is also important to keep children warm.



## Making your home ready for winter

Good **insulation** helps to keep your home dry and warm. Insulation also helps to keep your heating costs down.



### Top tips for making your home ready for winter

- Seal gaps around windows and doors. You can seal the gaps round windows with special foam. You can stop cold air coming under your doors with special strips of metal or rubber.
- Use insulation: Make sure your loft has at least 270mm (10 to 11 inches) of insulation. You may need someone to help you insulate your loft. You may get a **grant** to do this.



If you have cavity walls, get them insulated too. Cavity walls have a gap in the middle which can be filled to help keep in the heat. You will need someone who is an expert to do this for you.



Insulate your hot water tank and pipes.



For advice on what you need and who can help, call the Energy Savings Trust on **0800 512 012**

## Getting yourself ready for winter

It is not just your home that needs to be ready for winter. There are things you can do to help yourself stay warm and well too.



## Try not to catch colds or flu

Colds and flu spread very easily. But there are some easy things you can do to help protect yourself and other people.



### Top tips about colds and flu

- Always cover your nose and mouth with a tissue when you cough or sneeze.
- Make sure your children cover their nose and mouth when they cough or sneeze.
- Throw away used tissues as soon as possible.
- You and your family should wash your hands often with soap and water.
- Buy some cough and cold cures that do not need a prescription.



## Get a free flu jab

A **flu jab** is an injection you can get from your doctor to help stop you getting flu.

Flu can be dangerous. Older people and people with a **long-term illness** need to be extra careful.

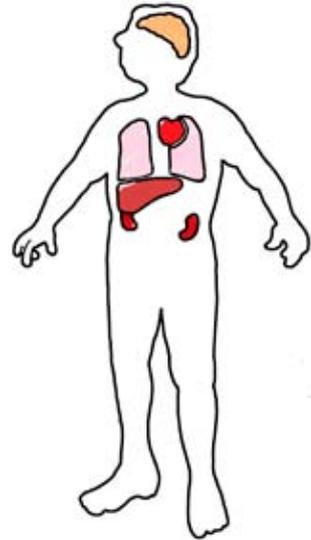
You can get a **free flu jab** to help stop you getting seasonal flu, if you:

- have a serious heart, lung, kidney or liver problem, asthma or diabetes
- have a weak **immune system**. Your immune system is the parts of your body that fight off disease and keep you well
- have had a stroke or **TIA** (a less serious or mini stroke), or
- are 65 years old or more.

An injection will also soon be available to help stop you getting swine flu.

We do not know yet when this will be available.

Your doctor should be able to tell you more about the **flu jab** and swine flu jab.



To find out more about this injection for swine flu, call **0800 1 513 513** or visit **www.nhs.uk**

## Eat well

Eating well can help you stay well.



### Top tips for eating well

- Eat regular meals. This will help to give you energy.
- Eat as many different sorts of food as you can.
- Have hot food and drinks.
- Plan your meals ahead. Stock up on tinned and frozen foods so you do not have to go shopping when it is very cold.



For more advice and tips on eating well, visit [www.nhs.uk](http://www.nhs.uk)

## Stay active

Exercise is good for your health.  
Exercise can also keep you warm  
in winter.



### Top tips for staying active

- Try to move around at least once an hour.
- Try to get as much exercise as you can. But talk to your doctor before you start doing a lot of exercise.



Disabled people should try to get exercise too. Some groups work to help disabled people do more sports.



To find out about sports for disabled people, visit **[www.direct.gov.uk](http://www.direct.gov.uk)**

## Getting your children ready for winter

### Get your kids a free flu jab

Flu can be dangerous for children with a serious or **long-term illness**.

If your child has a long-term illness you should ask your doctor about a free jab, to help stop them getting seasonal flu.

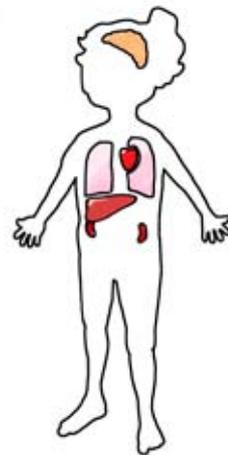
Children over 6 months old can get the jab if they:

- have a serious heart or chest problem, or asthma
- have a serious heart, lung, kidney or liver problem or diabetes
- have a weak **immune system**
- have had a stroke or **TIA**.

These children may need a further injection to help stop them getting swine flu.

We do not know yet when this will be available.

Your doctor should be able to tell you more about the **flu jab** and swine flu jab.



To find out more about this injection for swine flu, call **0800 1 513 513** or visit **www.nhs.uk**

## Exercise

Make sure your kids get enough exercise too.



### Top tips about exercise

- Your kids could do things like:

Walk to school



Play sports



Play outside.

- If it is too cold to play outside, you could think of games and other things you could do together to get exercise indoors.



## Healthy Start vouchers

Some parents on **benefits** may be able to get free vouchers every week. You can swap these for milk, fruit, vegetables, special milk for babies and vitamins.



To find out if you can get these vouchers and for more tips on healthy eating, call **0845 607 6823** or visit **[www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)**

## Dress your children to keep warm

Wearing the right clothes in winter can keep your children much warmer.

Make sure that your children wear:

- lots of thin layers – this helps to keep heat near their bodies
- clothes made from cotton, wool or fleece.



## Look out for your neighbours

If you know someone who is older, disabled or unwell, you could keep checking that they are OK during the winter.



# Carbon monoxide

**You need to keep warm, but you also need to keep safe.**

If the things you use to cook and heat your home are not put in properly they may make a gas called **carbon monoxide**. Carbon monoxide can make you ill. It also kills more than 50 people a year in England and Wales.



## Top tips about carbon monoxide

- Make sure your cooker, fires and boiler have a service every year.
- Make sure air can get in and out of rooms where you use a cooker, fires or a boiler.
- If you have a gas fire on in the bedroom, make sure you leave a door and window open.





## More top tips about carbon monoxide

- Get a **carbon monoxide** alarm fitted. This will make a noise if there is too much carbon monoxide in the air.
- If you think a fire, oven or boiler might be making carbon monoxide, turn it off and do **not** use it.
- If you feel unwell and you think it may be because of carbon monoxide, visit your doctor. Or to find out more, see the information in the box below.



To find out more about carbon monoxide safety, call **0800 300 363**, or for health advice visit **[www.nhs.uk/carbonmonoxide](http://www.nhs.uk/carbonmonoxide)**

## Help and advice

There are lots of places you can ask for help and advice.

### Age Concern and Help the Aged

Age Concern and Help the Aged give services to older people. They:

- Check you are getting the right **benefits**.
- Give you tips about healthy living.
- In some areas, help with jobs around the home. This is called the Handy Person Scheme.



For information or advice, call free on **0800 00 99 66** or **0808 800 6565** or visit **[www.ageconcern.org.uk](http://www.ageconcern.org.uk)** or **[www.helptheaged.org.uk](http://www.helptheaged.org.uk)**

Find your local branch of Age Concern or Help the Aged in the phonebook.

### Disabled and Independent Living Centres

At Disabled and Independent Living Centres, you can try out things that could help you in your daily life.



To find your nearest centre, call **0870 770 2866** or email **[general.info@assist-uk.org](mailto:general.info@assist-uk.org)** or write to: **Assist UK, Redbank House, 4 St Chad's Street, Manchester M8 8QA**

## Disabled Living Foundation

The Disabled Living Foundation gives advice on equipment that helps disabled people in their daily lives.



Call the helpline on **0845 130 9177** (10am to 4pm Monday to Friday) or write to: **Information Officer, The Disabled Living Foundation, 380–384 Harrow Road, London W9 2HU**

## DIAL UK

Disability Information and Advice Line (DIAL) gives information and advice on living with disability.



To find your nearest advice centre, call **01302 310 123** (textphone 01302 310 123), visit **[www.dialuk.info](http://www.dialuk.info)** or email **[informationenquiries@dialuk.org.uk](mailto:informationenquiries@dialuk.org.uk)**

## Gingerbread

Gingerbread helps and supports single parent families.



Call the helpline free on **0800 018 5026** (9am to 5pm on Mondays, Tuesdays, Thursdays and Fridays, and 9am to 8pm on Wednesdays)

## WRVS

WRVS helps older people get more out of life at home, in hospitals and in the community.



For more information, call **029 2073 9000**, or visit **[www.wrvs.org.uk](http://www.wrvs.org.uk)** or write to:  
**WRVS Customer Service Centre, Beck Court,  
Cardiff Gate Business Park, Cardiff CF23 8RP**

## Call charges

If you call from a BT landline:

- **0800** and **0808** numbers are free
- **0845** numbers cost no more than 5p a minute
- **0870** numbers cost no more than 7.5p a minute.

Calls from mobile phones and other networks may be different.

## What the words mean

<b>benefit</b>	Money from the Government to help people who need it
<b>carbon monoxide</b>	A poisonous gas from faulty heaters, boilers and cookers
<b>Cold Weather Payment</b>	A <b>grant</b> from the Government to help pay for extra <b>fuel</b> in very cold weather
<b>Employment and Support allowance</b>	Benefits for either people of a working age who are out of work, or those that do not have much money.
<b>energy efficient</b>	Using less <b>fuel</b> but still keeping warm
<b>flu jab</b>	An injection you can get from your doctor to help stop you getting flu
<b>fuel</b>	The electricity, gas or oil you use to heat your home and run things like the cooker, lights and the TV
<b>grant</b>	The money you may be given to do a particular thing
<b>immune system</b>	The parts of your body that fight off disease and keep you well
<b>income-based</b>	Something like a <b>grant</b> or a <b>benefit</b> that depends on how much money you need
<b>income-based Jobseeker's Allowance</b>	A <b>benefit</b> for people of working age who are out of work

<b>income-related benefit</b>	A <b>benefit</b> that depends on how much money you get from other places – benefits like Disability Living Allowance, Attendance Allowance, <b>Pension Credit</b> , Housing Benefit, Child Tax Credit, Working Tax Credit or Council Tax Benefit
<b>Income Support</b>	A <b>benefit</b> for people under the age of 60 who do not have much money
<b>insulation</b>	Something that helps to keep the heat in your house
<b>long-term illness</b>	An illness that lasts a long time – for example, asthma or diabetes
<b>Pension Credit</b>	Extra money for people over the age of 60 who need it
<b>social security benefit</b>	<b>Benefits</b> from the Government
<b>State Pension</b>	The pension paid by the Government
<b>thermostat</b>	The part of your heating system that controls the heat in your home
<b>TIA</b>	Transient ischaemic attack – a less serious or minor stroke
<b>Warm Front</b>	A <b>grant</b> to help people on disability benefit or an <b>income-related benefit</b> pay to heat their homes and to put in better <b>insulation</b>
<b>Winter Fuel Payment</b>	A tax-free <b>benefit</b> to help pay for heating during winter

**If you would like more copies of this booklet:**

visit: **[www.orderline.dh.gov.uk](http://www.orderline.dh.gov.uk)**



Telephone: **0300 123 1002**



Fax: **01623 724 524**

Minicom: **0300 123 1003**

Email: **[dh@prolog.uk.com](mailto:dh@prolog.uk.com)**



When you ask for more copies of this booklet,  
please ask for **Keep Warm Keep Well –  
Easy Read version.**



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